

# VA Greater Los Angeles Healthcare System



***Mission  
Statement:***

**To honor the service of America's veterans by meeting their healthcare needs with dignity and compassion.**

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***GLA Vision  
Statement:***

**The VA Greater Los Angeles Healthcare System will accomplish its mission by:**

- **Treating veterans with the highest quality of care**
- **Maintaining highest quality programs, excellent research and education to improve the health of veterans, America and world health**
- **Creating an environment of respect and teamwork where all employees contribute to service excellence and our ultimate success**
- **Improving efficiency to protect the resources needed to accomplish our mission and vision**

***GLA  
Values***

**Trust    Compassion    Respect    Innovation  
Commitment    Excellence    Teamwork**

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# Geography



# **VA Greater Los Angeles Healthcare System**

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- ✓ **Large integrated healthcare system**
- ✓ **Full range of Patient Care Services**
- ✓ **945 beds (Acute Med/Surg/Psych and Extended Care)**
- ✓ **3,760.7 employees**
- ✓ **\$473,218,412 million operating budget**
- ✓ **Teaching hospital**
- ✓ **Extensive Research Program**

# VA Greater Los Angeles Healthcare System

- ✓ 262 acute hospital beds
- ✓ 296 skilled nursing home beds
- ✓ 66 non-acute hospital beds
- ✓ 321 domiciliary beds

*Comprehensive ambulatory and tertiary care is provided to veterans throughout Kern, Los Angeles, San Luis Obispo, Santa Barbara and Ventura counties.*

*West Los Angeles – Tertiary care facility including long term care and domiciliary.*

Bakersfield Outpatient Clinic.

East Los Angeles CBOC (Contract).

Gardena CBOC (Contract).

Lancaster Community Clinic (Contract).

Vandenberg AFB (DoD)

Los Angeles Ambulatory Care Center.

Pasadena Community Clinic (Contract).

Oxnard Community Clinic (Contract).

San Luis Obispo CBOC.

Santa Barbara Outpatient Clinic.

Sepulveda Outpatient Clinic. – LTC

Lynwood Clinic (Contract).

(\*Santa Maria 2006)

# Network Services that GLA Supports:

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**Telecare**

**Laundry**

**Nutrition and Food Services**

**GRECC** - Geriatric Research Education  
and Clinical Center

**MIRECC** - Mental Illness Research  
Education and Clinical Center

**PADRECC** - Parkinson's Disease Research  
and Education Clinical Center

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# Grounds and Facilities

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**GLA is comprised of:**

- ✓ **approximately 550 acres at multiple locations**
- ✓ **156 buildings**
- ✓ **4 million square feet**

# Demographics

- ✓ **612,892 Veterans in primary service area**
- ✓ **83,000 Uniques treated**
- ✓ **7,553 Veterans hospitalized**
- ✓ **1.2 million Outpatient visits**
- ✓ **740 returning OIF/OEF veterans treated to date**
  
- ✓ **Female Patients: 7.4%**
- ✓ **Male Patients: 92.6%**



# Veterans by Age

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**Under 25 yrs: 2%**

**25 – 44 years: 13%**

**45 – 64 years: 44%**

**65 – 84 years: 38%**

**85 years + : 3%**

# Socioeconomic Status

	Veterans	General Population
65 or older	41%	12%
Never Married	25%	27%
Income \$1 to \$10,000	30%	10%
Income \$1 to \$25,000	52%	29%

The data source is Austin VSSC for FY99 GLA patients and US 2000 census for general population

# Veterans by Ethnicity\*

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<b>Caucasian</b>	<b>55.9%</b>
<b>African American</b>	<b>31.7%</b>
<b>Hispanic</b>	<b>10.9%</b>
<b>Asian/Pacific Island</b>	<b>1.3%</b>
<b>American Indian/Alaskan Native</b>	<b>0.2%</b>

*\* Only one-third of patients report*

# **Top Ten Diagnostic Related Group DRG – Inpatient**

- 1. Psychosis**
- 2. Heart Failure**
- 3. Alcohol/Drug Abuse without complications**
- 4. Depression**
- 5. Alcohol/Drug Abuse with complications**
- 6. Cellulitis**
- 7. Pneumonia**
- 8. Degenerative Nervous System Disorders**
- 9. Renal Failure**
- 10. Neuroses**

**Five out of ten top DRGs are in Mental Health**

# **Top Ten Diagnoses – Outpatient\***

- 1. Opioid type Dependence**
- 2. PTSD**
- 3. Hypertension**
- 4. Diabetes Mellitus**
- 5. Paranoid Schizophrenia**
- 6. Major Depressive Affective Disorder**
- 7. Depressive Disorder**
- 8. Alcohol Dependence**
- 9. Lumbar pain/Back pain**
- 10. Sensorineural Hearing Loss**

**\* Primary diagnosis by number of visits**

# World Class Research

## **GLA Research Achievements include:**

Successful Career Development Award Program currently with 12 (2 will be completing their CDA at the end of June, 2005, leaving 10 active) active CDA awardees in Medical Research, Health Services R&D, and Rehab R&D branches.

- ✓ Total Expenditures FY04: approximately \$41.6 million (3<sup>rd</sup> highest in VA).
- ✓ Active Investigators: 266
- ✓ Funded Projects: 475 Total Projects: 637

## **GLA Research Center Grants**

- ✓ VA Research Enhancement Awards Program in Cancer Gene Medicine
- ✓ "CURE": Digestive Diseases Research Center" and is a VA/UCLA Consortium
- ✓ VA Health Services Research & Development Center of Excellence for the Study of Healthcare Provider Behavior
- ✓ Center for Neurovisceral Sciences and Women's Health (a VA/UCLA Consortium)

## **Programs with Significant Research Components**

**GRECC - Geriatric Research Education and Clinical Center**

**MIRECC - Mental Illness Research Education and Clinical Center**

**PADRECC - Parkinson's Disease Research, Education, and Clinical Center**

# **Strong Academic Relationships**

## **ACGME residencies/fellowships:**

- ✓ **11 GLA sponsored (200 residents)**
- ✓ **26 GLA/UCLA co-sponsored (125 residents)**
- ✓ **7 GLA/USC co-sponsored (10 residents)**

**GLA sponsors 9 allied health residencies 125 residents.**

**GLA is affiliated with 45 colleges and universities – over 1,500 students and trainees rotate to the institution including almost 1,000 nursing students.**

# Unique Challenges

- ✓ **Large homeless population**
- ✓ **High earthquake risk area**
- ✓ **Poor public transportation system**
- ✓ **High cost of living in Los Angeles is a challenge for recruitment in many disciplines including nursing and allied health professionals**
- ✓ **Aging infrastructure is a challenge to meet current and future facility and program needs**



## Budget - FY 05

<b>Medical Services</b>	<b>\$332,495,842</b>
<b>Administrative Services</b>	<b>\$66,667,077</b>
<b>Facility Services</b>	<b><u>\$74,055,493</u></b>
<b>* Total =</b>	<b>\$473,218,412</b>

**\* This does not include MCCF collections or Alternative Revenue.**

# Employees FTEE\*

<b>Medical Care</b>	<b>3,544.2</b>
<i>VISN, MIRECC, and PADRECC</i>	<b>135.3</b>
<b>Trainees</b>	<b>63.3</b>
<b>Vet Centers</b>	<b><u>18.0</u></b>
<b>Total FTE Paid</b>	<b>3,760.7</b>

**RN staff = 559 RNs – *plus an additional 502 nursing staff.***

**Physician = 231 full time MDs *plus 60 part time fee/contract.***

**\* As of Payroll Period 10**

# Special Programs of interest

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- ✓ **Coordination Care  
Home Telehealth**
- ✓ **Domiciliary Residential  
Rehabilitation and Treatment**
- ✓ **Geriatrics Research Center**
- ✓ **Home Based Primary Care**

# Coordination Care Home Telehealth (CCHT)

## **Criteria:**

Patients with multiple ER/ Urgent Care visits, multiple NHCU and hospital admissions, along with: Chronic conditions amenable to chronic conditions amenable to management at home (CHF, COPD, CAD, diabetes, HBP, pain management, wound care & most chronic disorders).

## **Care Coordination:**

A Care Coordinator oversees the delivery of care to the patient over the entire continuum 230 patients currently enrolled (*300 additional enrollees pending delivery of devices*)

- ✓ Continuous monitoring & frequent communication
- ✓ Early detection & intervention

# Domiciliary Residential Rehabilitation and Treatment

Mission: To improve the quality of life of veterans and assist them to interdependently live in the community through bio-psychosocial rehabilitation and treatment.

- ✓ The Domiciliary has 321 authorized beds in two buildings
- ✓ The Domiciliary has a multidisciplinary staff of 37
- ✓ Serves male and female veterans with all medical, surgical and stabilized psychiatric diagnosis for further outpatient evaluation, psychiatric treatment convalescing and/or rehabilitation with a goal towards returning to the community within 4 months. This program also serves a special population of veterans receiving radiation, chemo, surgeries, dual diagnosis and medical/surgical conditions etc.

# Geriatrics Research Educational and Clinical Center

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An integrated network of post–acute care services to residents requiring prolonged or end-of-life care

- ✓ Utilizes a multidisciplinary approach with 284.5 FTE
- ✓ 215 operation beds at two sites (WLA & Sepulveda)
- ✓ Implemented Respite Screening clinic in April 2003  
averaging 80 screenings annually with 46% admitted for stay
- ✓ Conducted a pilot project to decrease poly-pharmacy use via multidisciplinary medical rounds team – resulting in successfully reducing medications by approximately 29% on a unit

# Home Based Primary Care

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Mission: To provide Home Care to Homebound Veterans.

Home Based Primary Care Teams are in place at;  
Los Angeles, Sepulveda, Bakersfield, \*Santa Maria

Provide referrals to Community Home Health Care Agencies  
for; Primary Care in the Home and Home Safety  
Assessments

Short Term Home Health Services provided for: Nursing  
Assessment, Wound Care, Medication Management  
& Monitoring, IV Hydration Therapy, Home TPN, G  
Tube Feedings, Palliative Care, Home Respiratory  
Therapy, Rehabilitation (OT, PT, Speech, Audiology),  
Durable Medical Equipment-Prosthetics

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# **VA** GREATER LOS ANGELES HEALTHCARE SYSTEM



*A Division of VA Desert Pacific  
Healthcare Network*